

32

[illegible]

Figure 2

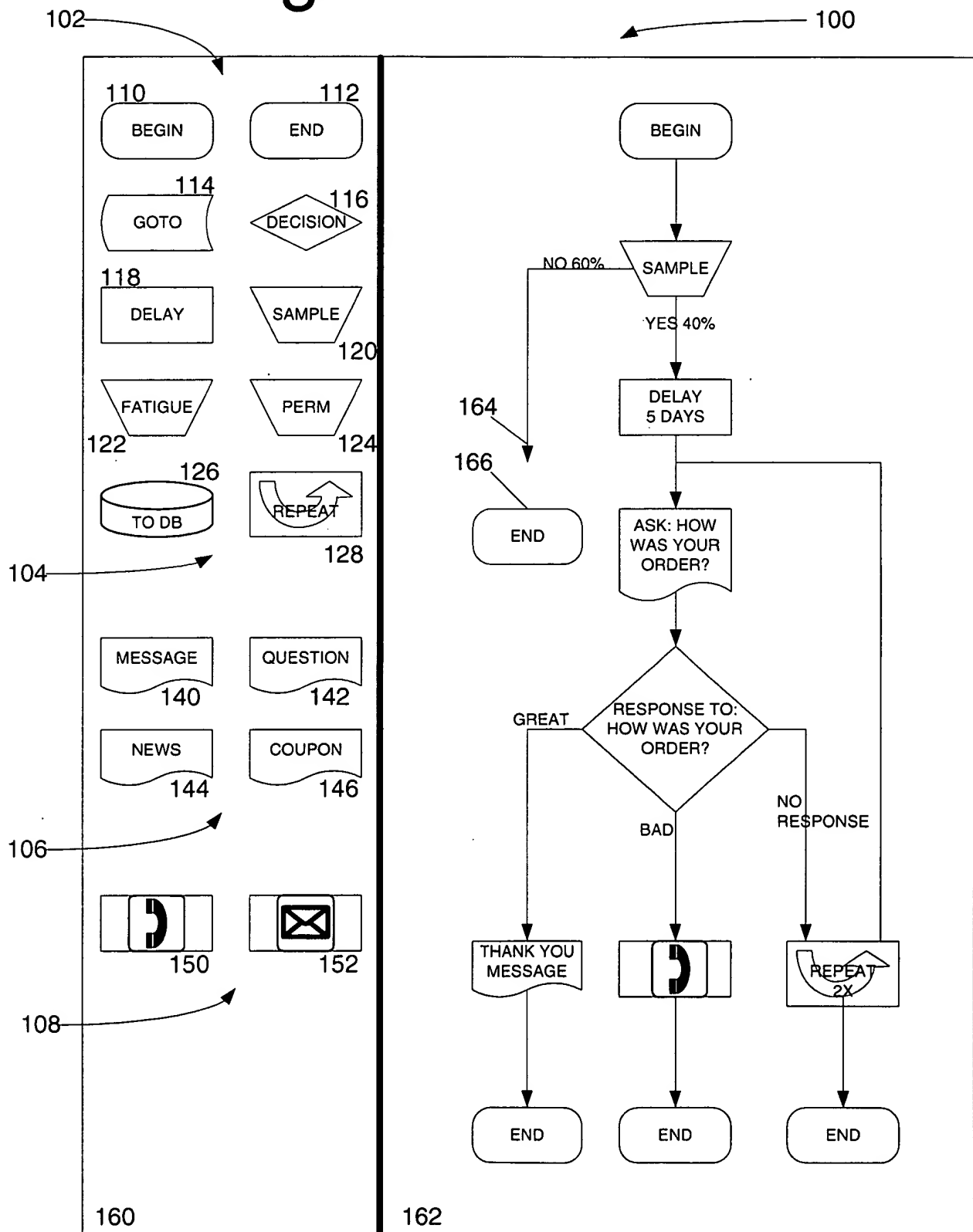


Figure 3

200

Decision Dialog

Select the type of decision for this shape

For each participant check the value for:

Income

Assign the desired values to the appropriate shape lines

Values	Lines
Less than \$25,000	Line 1
\$25,000 - \$35,000	Line 2
\$35,000 - \$45,000	Line 3
\$45,000 - \$55,000	Line 4
\$55,000 - \$65,000	Line 5
\$65,000 - \$75,000	Line 5
Over \$75,000	Line 5
Unknown	Line 5

Label for line 1:
Less than \$25,000

Label for line 2:
\$25,000 - \$35,000

Label for line 3:
\$35,000 - \$45,000

Label for line 4:
\$45,000 - \$55,000

Label for line 5:
All the rest

OK Cancel Help

Figure 4a

004220"ET2960

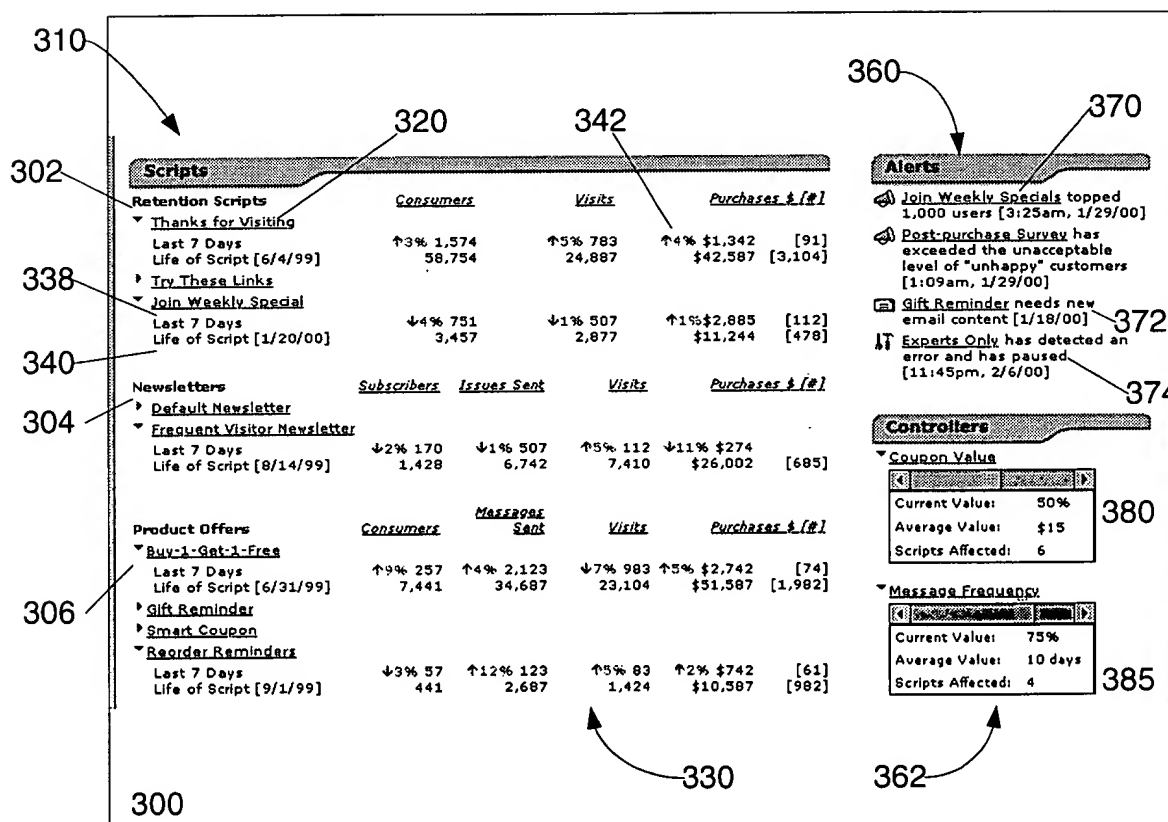


Figure 4b

Monitoring Console

Friday, October 13, 2000 1:13 PM [Refresh](#)

Dialog Name	Status	Total Conversations	Active Conversations	Emails Sent	Emails Opened	Question Responses	Links Clicked	Completed Conversation
Test Script 1.3 - migration testing	Stopped	0	0	0	0	0	0	0
Test Script 1.3 - migration testing	Paused	10	0	0	0	0	0	0
Test Script 1.2 - migration testing	Running	0	0	0	0	0	0	0
Test Script 1.1 - migration testing	Running	0	0	0	0	0	0	0
Customer Satisfaction Survey	Running	48	1	2	2	2	0	47
Purchase		1	0	0	0	0	0	1
Catalog Purchase		47	1	2	2	2	0	46
New Dialog	Running	3	0	3	3	2	0	3
test 42	Running	5	0	0	0	0	0	4
Test Script 1 (v1.0)	Running	2	2	3	1	0	2	0
Unit Test Script	Running	1	1	3	2	1	0	0
Test Script 2 (v1.0)	In Design	-	-	-	-	-	-	-
Test Script 1 (v1.1)	In Design	-	-	-	-	-	-	-
Totals:		69	4	11	8	5	2	54

004240" E T F 2960

Figure 5

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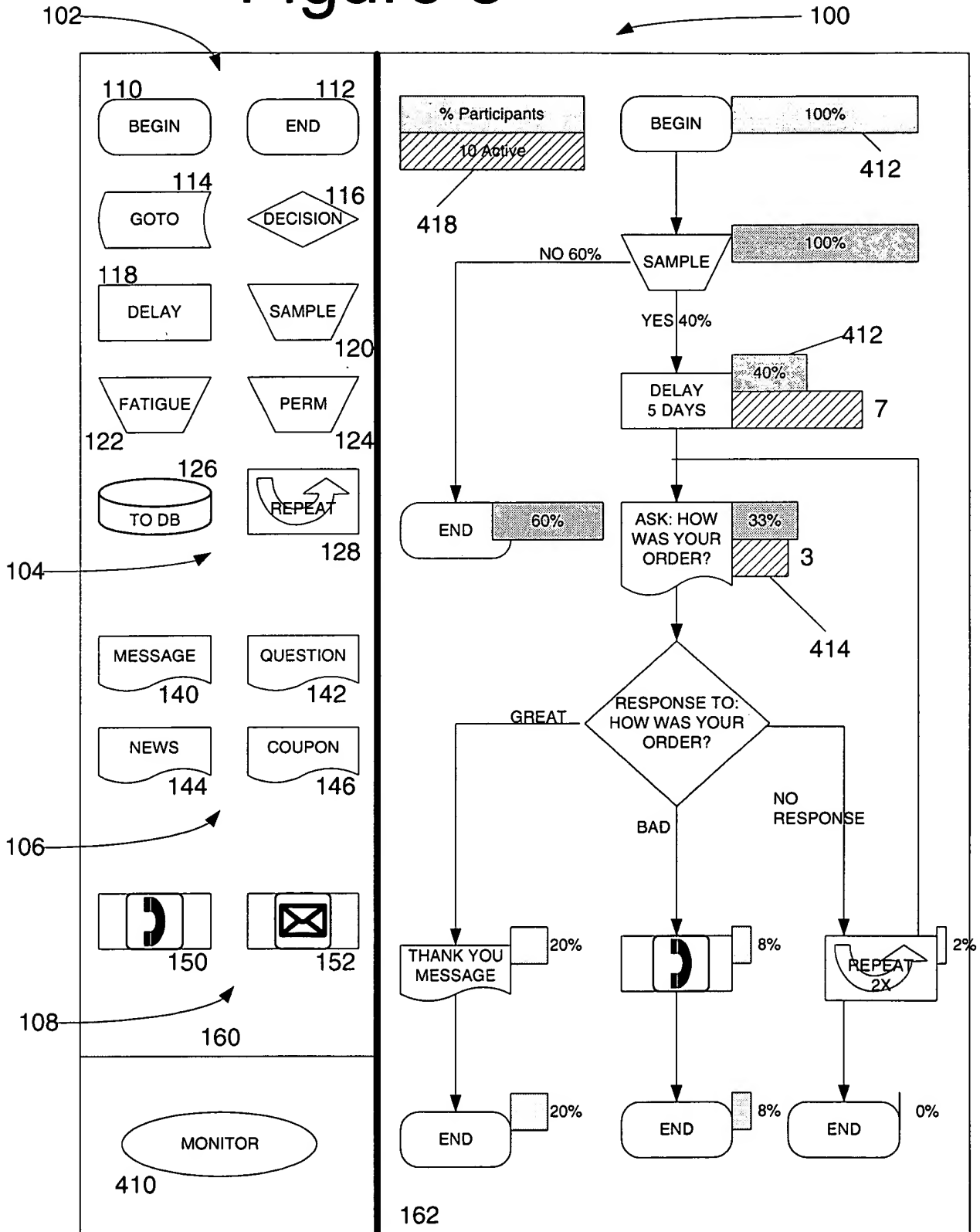


Figure 6

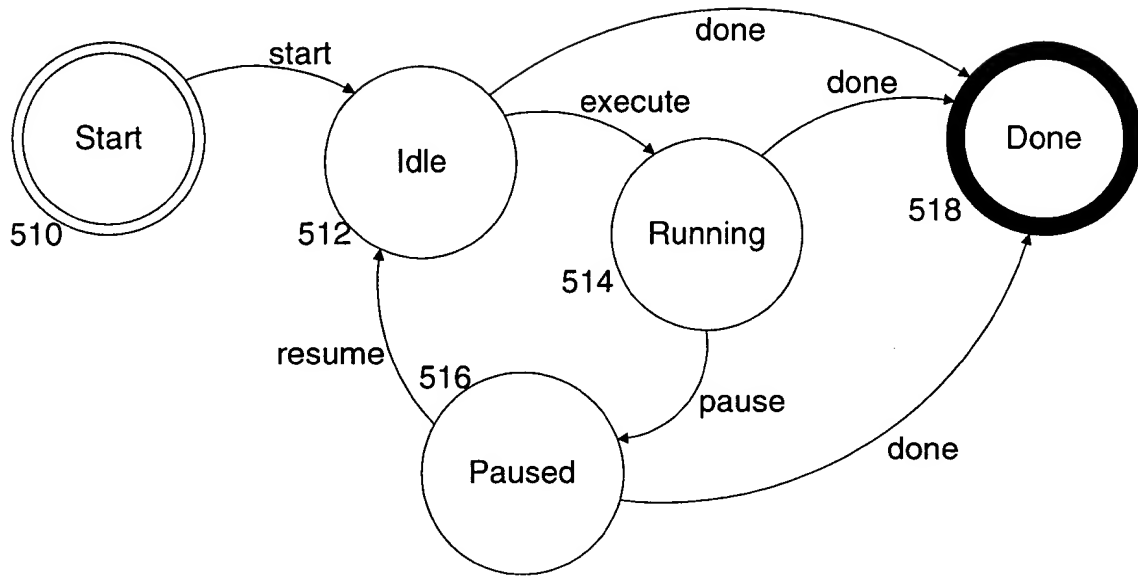


Figure 7

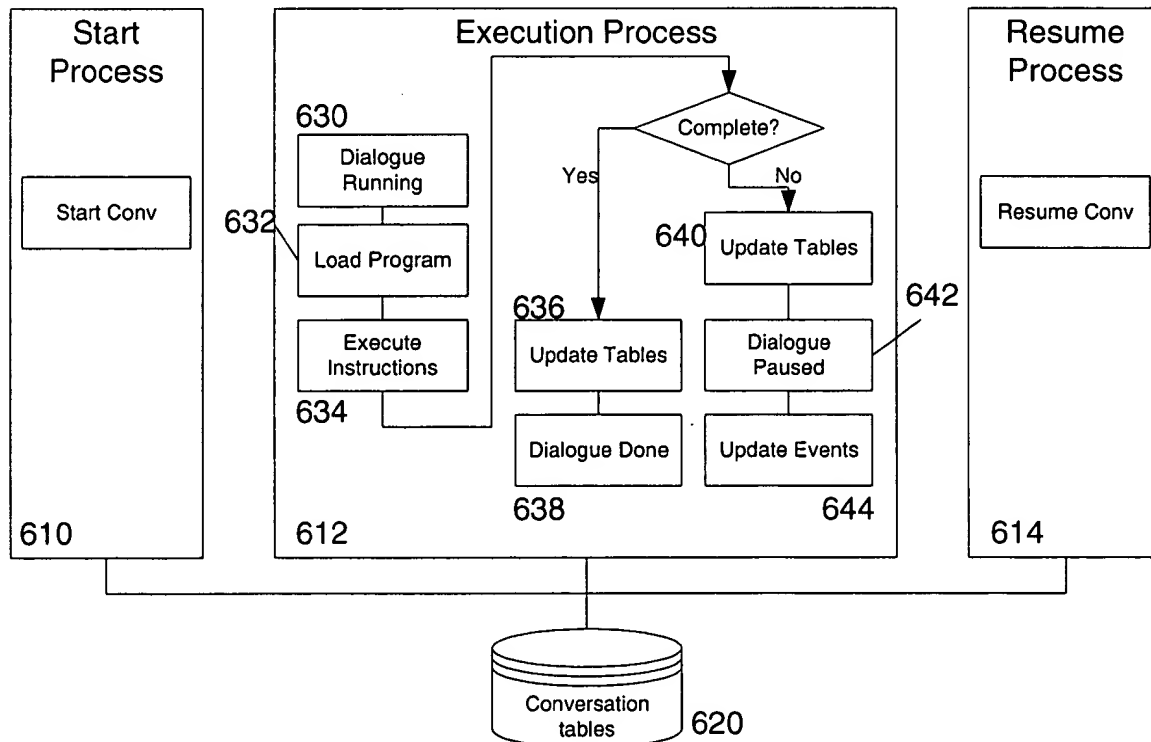


Figure 8a

CONVERSATION

CONVERSATION_ID DOUBLE 711
SCRIPT_INSTANCE_ID DOUBLE (FK) 712
CONV_STATE TEXT(1) (FK) 713
CONVERSATION_SOURCE_ID DOUBLE 714
PARTICIPANT_ID DOUBLE (FK) 715
MODIFIED_USER DOUBLE 717
CREATE_USER DOUBLE 716
MODIFIED_DATE DATE 717
CURRENT_LABEL TEXT(40) 718
PRIORITY DOUBLE 719
CURRENT_INSTRUCTION_NUM DOUBLE 720
ORIGINAL_SOURCE_ID DOUBLE 721
PREVIOUS_CONV_ID DOUBLE 722
TEST DOUBLE 723
TRACE DOUBLE 724
CREATE_DATE DATE 716

710

CONV_PROPS

CONVERSATION_ID DOUBLE (FK) 742
VAR_CODE DOUBLE (FK) 744
VAR_VALUE TEXT(200) 746

740

CONV_WAIT

CONVERSATION_ID DOUBLE (FK) 732
EVENT_UUID TEXT(60) 734
EVENT_HANDLER_PFX TEXT(5) 734
NEXT_INSTRUCTION_LABEL TEXT(40) 736

730

004220"ET6T2960

Figure 8b

LABELLED_SCRIPTS

SCRIPT_INSTANCE_ID DOUBLE
(FK) 766
LABEL TEXT(40) 767

CREATE_DATE DATE 768
CREATE_USER DOUBLE 768
MODIFIED_USER DOUBLE 769
MODIFIED_DATE DATE 769

765

SCRIPT_SOURCE

SCRIPT_INSTANCE_ID DOUBLE (FK) 771

XML TEXT(86) 772

770

SCRIPT_REGULATOR

SCRIPT_GROUP_ID DOUBLE 786
SCRIPT_LABEL TEXT(40) 787

REGULATOR_CODE TEXT(1) (FK) 788
LIMIT DOUBLE 789
QUEUE DOUBLE 790
CUTOFF_DATE DATE 791

785

SCRIPT

SCRIPT_INSTANCE_ID DOUBLE 751

SCRIPT_STATE TEXT(1) (FK) 752
SCRIPT_GROUP_ID DOUBLE 753
SCRIPT_REV_MAJOR DOUBLE 754
SCRIPT_REV_MINOR DOUBLE 754
SCRIPT_NAME TEXT(80) 755
DESCRIPTION TEXT(255) 756
START_DATE DATE 757
STOP_DATE DATE 757
CREATE_DATE DATE 758
CREATE_USER DOUBLE 758
MODIFIED_DATE DATE 759
MODIFIED_USER DOUBLE 759

750

SCRIPT_PROPS

SCRIPT_INSTANCE_ID DOUBLE
(FK) 761

VAR_CODE DOUBLE (FK) 762

VAR_VALUE TEXT(200) 763

760

MIGRATE

MIGRATE_ID DOUBLE 776

FROM_SCRIPT_INSTANCE_ID
DOUBLE (FK) 777
TO_SCRIPT_INSTANCE_ID DOUBLE
(FK) 778
MIGRATION_STATUS TEXT(1) (FK)
779
CREATE_DATE DATE 780
CREATE_USER DOUBLE 780
MODIFIED_USER DOUBLE 781
MODIFIED_DATE DATE 781

775

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Figure 9a

INSTRUCTION

INSTRUCTION_ID DOUBLE 811
SCRIPT_OPERATION_ID DOUBLE (FK) 812
SCRIPT_INSTANCE_ID DOUBLE (FK) 813
LABEL TEXT(40) 814

810

INSTRUCTION_PROPS

INSTRUCTION_ID DOUBLE (FK) 816
VAR_CODE DOUBLE (FK) 817
VAR_VALUE TEXT(200) 818

815

SCRIPT_ENTRY_POINT

INSTRUCTION_ID DOUBLE (FK) 821
ENTRY_POINT_LABEL TEXT(40) 822

820

SCRIPT_OPERATION

SCRIPT_OPERATION_ID DOUBLE 826
SCRIPT_OPERATION_STATUS TEXT(1) (FK) 827
SCRIPT_OPERATION_NAME TEXT(200) 828
CLASS TEXT(200) 829
CREATE_DATE DATE 830
CREATE_USER DOUBLE 830
MODIFIED_DATE DATE 831
MODIFIED_USER DOUBLE 831

825

SCRIPT_OPERATION_PROPS

SCRIPT_OPERATION_ID DOUBLE (FK) 836
VAR_CODE DOUBLE (FK) 837
VAR_VALUE TEXT(200) 838

835

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Figure 9b

EVENT_META

EVENT_META_ID DOUBLE 861
EVENT_META_TYPE TEXT(1) (FK) 862
EVENT_NAME TEXT(80) 863
DESCRIPTION TEXT(80) 864
START_SCRIPT_IND TEXT(1) 865
CREATE_DATE DATE 866
CREATE_USER DOUBLE 866
MODIFIED_DATE DATE 867
MODIFIED_USER DOUBLE 867

860

EVENT_META_PROPS

EVENT_META_ID DOUBLE (FK) 871
VAR_CODE DOUBLE (FK) 872
VAR_VALUE TEXT(200) 873

870

EVENT_SCRIPT

EVENT_SCRIPT_ID DOUBLE 881
EVENT_SCRIPT_STATE TEXT(1) (FK) 882
SCRIPT_GROUP_ID DOUBLE 883
SCRIPT_LABEL TEXT(40) 884
EVENT_NAME TEXT(80) 885
CREATE_DATE DATE 886
CREATE_USER DOUBLE 886
MODIFIED_DATE DATE 887
MODIFIED_USER DOUBLE 887

880

EVENT_SCRIPT_PROPS

EVENT_SCRIPT_ID DOUBLE (FK) 891
VAR_CODE DOUBLE (FK) 892
VAR_VALUE TEXT(200) 893

890

004220 "ET2950
0961913 "072400

Figure 10

PARTICIPANT_SERVICE_QUEUE

PARTICIPANT_SERVICE_TYPE
TEXT(1) (FK) 982
PARTICIPANT_ID DOUBLE (FK) 983
MESSAGE TEXT(200) 984
CREATE_DATE DATE 985

980

PHONE

PARTICIPANT_ID DOUBLE (FK)
PHONE_TYPE TEXT(1) (FK)
PHONE_NBR TEXT(30)
PHONE_STATUS TEXT(1) (FK)

955

PARTICIPANT_DATA

PARTICIPANT_ID DOUBLE (FK) 911
GENDER TEXT(1) (FK) 912
INCOME_RANGE TEXT(1) (FK) 913
MARITAL_STATUS TEXT(1) (FK) 914
NUM_KEY DOUBLE 915
ALPHA_KEY TEXT(50) 916
LAST_NAME TEXT(25) 917
FIRST_NAME TEXT(25) 918
MIDDLE_INITIAL TEXT(1) 919
NAME_PFX TEXT(6) 920
NAME_SFX TEXT(6) 921
DATE_OF_BIRTH DATE 922
PREFERRED_ADDRESS TEXT(1) (FK) 923
PREFERRED_PHONE TEXT(1) (FK) 923
PREFERRED_EMAIL TEXT(1) (FK) 925

910

ADDRESS

PARTICIPANT_ID DOUBLE (FK) 941
ADDRESS_TYPE TEXT(1) (FK) 942
STATE_CODE TEXT(2) (FK) 943
COUNTRY_CODE TEXT(3) (FK) 944
ADDRESS_STATUS TEXT(1) (FK) 945
ADDRESS_1 TEXT(80) 946
ADDRESS_2 TEXT(80) 946
CITY TEXT(50) 947
POSTAL_CODE TEXT(20) 948
REGION TEXT(50) 949
PROVINCE TEXT(50) 950

940

SCRIPT_GROUP_PROPS

PARTICIPANT_ID DOUBLE (FK) 971
SCRIPT_GROUP_ID DOUBLE 972
VAR_CODE DOUBLE (FK) 973
VAR_VALUE TEXT(200) 974

970

PARTICIPANT_EMAIL

PARTICIPANT_ID DOUBLE (FK) 931
EMAIL_TYPE TEXT(1) (FK) 932
EMAIL TEXT(200) 933
EMAIL_FORMAT TEXT(1) (FK) 934
EMAIL_STATUS TEXT(1) (FK) 935
CREATE_DATE DATE 936
CREATE_USER DOUBLE 936
MODIFIED_USER DOUBLE 937
MODIFIED_DATE DATE 937

930

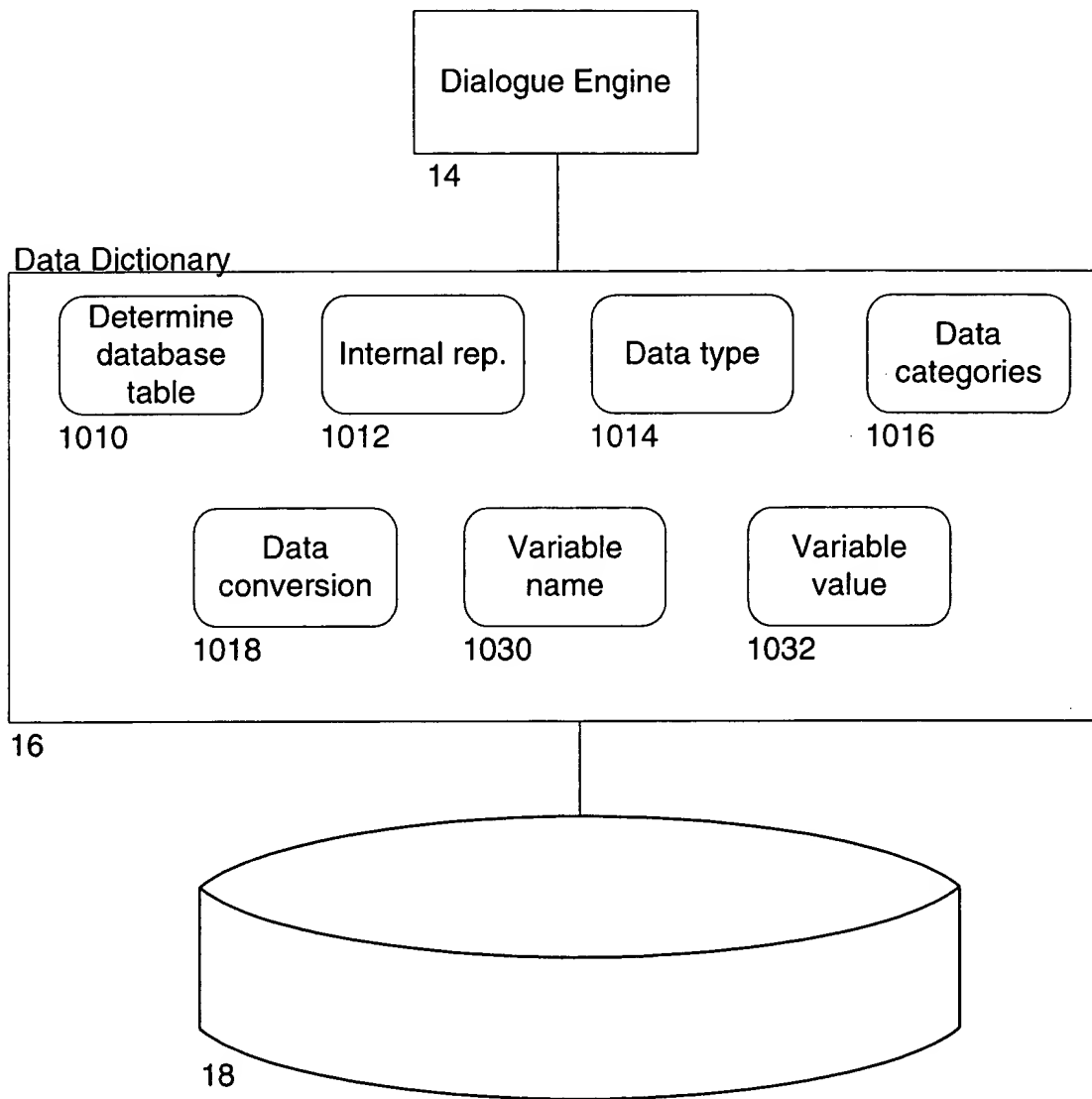
LAST_CONTACTED

PARTICIPANT_ID DOUBLE (FK) 961
EMAIL_DATE DATE 962
PHONE_DATE DATE 963
STANDARD_MAIL_DATE DATE 964

960

004240 " E F T 2 9 6 0

Figure 11



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